
Magento Mobile Shutdown FAQs

GENERAL QUESTIONS

Q: Why are Magento Mobile native applications being shut down?

Magento Mobile native applications are being shut down because Magento now provides newer mobile options that offer much better ways for merchants to engage with mobile shoppers. These newer options include:

- Developing a site using the [responsive design reference theme](#) available in Magento Enterprise Edition 1.14.1 or later, and Magento Community Edition 1.9.1 or later
- Building an iOS app using the new Magento Mobile Software Development Kit (SDK), which is only available to Enterprise Edition software licensees

Q: When will Magento Mobile native applications be shut down?

Magento Mobile will be shut down on **November 1, 2015**. Until that time, your mobile applications will continue to operate as they do currently, and you can continue to make standard configuration changes (e.g. color, logo, naming) to your apps as normal.

Q: How long will Magento continue to support Magento Mobile applications?

On **September 1, 2015**, Magento will no longer accept bug fix requests for Magento Mobile. This will give us enough time to implement fixes for accepted submissions before the November 1 shutdown.

On **October 1, 2015**, Magento will no longer accept change requests for altering the look and feel of your app. These changes are above and beyond the standard configuration changes you are able to conduct yourself (e.g. color, logo, naming), and include things like altering frames and borders, and button shapes and sizes. Look and feel changes require resubmission to Apple and/or Google, which can take several weeks to complete. By stopping acceptance of changes requests on October 1, we will have enough time to implement requested changes before the November 1 shutdown.

On **November 1**, all support for Magento Mobile will be terminated and the service will be shutdown.

Q: What happens to my Magento Mobile application when you shutdown service?

There are several important implications you must consider regarding the shutdown of Magento Mobile.

On November 1:

- 1) We will delete all mobile applications that remain in Magento's Apple iTunes or Google Play accounts and we will close those accounts. This means:
 - a. These apps can no longer be downloaded by new users
 - b. You cannot transfer your app to a personal developer account to enable or disable the app, or adjust its distribution settings
 - c. You cannot make code changes using the Magento Mobile source code.

Previously downloaded apps will continue to work as they normally do beyond November 1, contingent upon their compatibility with the mobile device's operating software (OS) and its proper integration with your Magento store software.

- 2) We will stop accepting and responding to support inquiries.
- 3) We will cease downloads of the Magento Mobile source code

Q: Will Magento Mobile applications continue to work until October 31, 2015 and after?

Through **October 31, 2015 and thereafter**, previously downloaded mobile apps will continue to operate as they do currently, and you can continue to make standard configuration changes (e.g. color, logo, naming) to your application as normal.

After November 1, 2015, apps that are in Magento-owned Apple iTunes or Google Play accounts will be deleted. While previously downloaded apps will continue to operate as they do at the time of shutdown, deleted apps can no longer be downloaded by new users and you cannot transfer your app to a personal developer account to enable or disable the app, adjust its distribution settings, or make code changes using the Magento Mobile source code.

Please note: The operability of your Magento Mobile apps continues to be dependent on a number of factors, including its compatibility with the mobile device's operating software (OS) and its proper integration with your Magento store software.

To maintain control of your application after Magento Mobile shuts down, you must at a minimum complete a transfer of the application to your own developer account. If you wish to make code changes to your app, you must also purchase and download a perpetual license for the source code before November 1, 2015.

TRANSFERRING MOBILE APPS AND USABILITY

Q: Why should I transfer my mobile application from the Magento-owned account to a personal developer account?

Transferring your mobile app from the Magento-owned Apple iTunes or Google Play account to your own personal developer account is important for a number of reasons:

- 1) Your app will not be deleted when Magento Mobile is shut down on November 1
- 2) You will maintain control over enabling/disabling your app and managing your distribution settings after the November 1 shutdown
- 3) You can make code changes to your app if you purchased a perpetual source code license
- 4) You can migrate your mobile application to the new Magento Mobile SDK

Q: How do I transfer my Magento Mobile application to my own Apple iTunes or Google Play developer account?

Transferring your application to your own developer account ensures you have continued management control over your mobile application on **November 1, 2015 and thereafter**. To transfer, follow these steps:

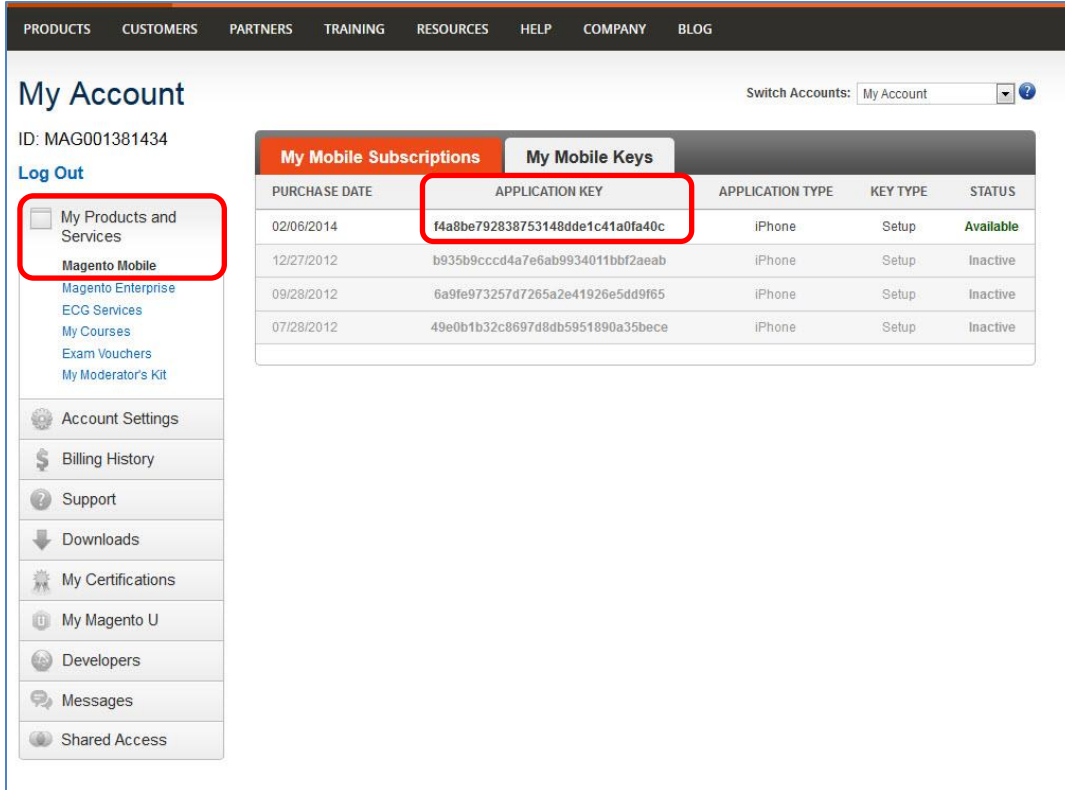
Apple iTunes

- 1) Review and follow the application transfer instructions on the Apple developer website: [Apple iTunes Connect Developer Guide](#)
- 2) Create your own Apple iTunes Connect developer account. Make note of the Recipient Team Agent Apple ID and the Team ID.
- 3) Send an account transfer request to Magento (via Mobile support ticketing or by emailing mobilesupport@magento.com) and provide the following identifying information:
 - a. The application owner's first name, last name
 - b. The owner's contact information used in correspondence with Magento
 - c. Names of owned apps you wish to transfer
 - d. The Magento Mobile application key for submitting your apps. The application key is a 32-character long alpha-numeric code that can be found in the Order Confirmation you received when you first purchased Magento Mobile. Log into [My Account](#) > Products and Services > Mobile, to find your Order Confirmation.
 - e. Recipient Team Agent Apple ID
 - f. Team ID
- 4) Magento will verify ownership and process transfer requests as quickly as possible on a first-come, first-served basis. Transfer requests will be submitted to Apple, who may, at its own discretion, deny approval of the transfer for reasons unknown to Magento.
- 5) Once the transfer is approved and processed by Apple, you accept the application transfer request from the destination account.

Google Play

- 1) Review and follow the application transfer instructions on the Google developer website: [Google Play Developer Console Help](#)
- 2) Create your own Google Play developer account.
- 3) Send an account transfer request to Magento (via support ticketing or by emailing mobilesupport@magento.com) and provide the following identifying information:
 - a. The application owner's first name, last name
 - b. The owner's contact information used in correspondence with Magento
 - c. Names of owned apps you wish to transfer
 - d. The Magento Mobile application key for submitting your apps. The application key is a 32-character long alpha-numeric code that can be found in the Order Confirmation you received when you first purchased Magento Mobile. Log into [My Account](#) > Products and Services > Mobile, to find your Order Confirmation.
 - e. Target Account Email – a gmail address to which a merchant's Android developer account is registered
 - f. Google Wallet Transaction ID for Target Developer Account Registration – a special ID for the payment transaction that was done by the merchant during Android developer account registration.
- 4) Magento will verify ownership and process transfer requests as quickly as possible on a first-come, first-served basis. Transfer requests will be submitted to Google, who may, at its own discretion, deny approval of the transfer for reasons unknown to Magento.

- 5) Once the transfer is approved and processed by Google, the merchant will find the application in their account.



The screenshot shows the 'My Account' page in the Magento admin interface. The user ID is MAG001381434. On the left sidebar, 'My Products and Services' is expanded, and 'Magento Mobile' is highlighted with a red box. The main content area shows two tabs: 'My Mobile Subscriptions' and 'My Mobile Keys'. The 'My Mobile Keys' tab is active, displaying a table with columns: PURCHASE DATE, APPLICATION KEY, APPLICATION TYPE, KEY TYPE, and STATUS. The first row of the table has the application key 'f4a8be792838753148dde1c41a0fa40c' highlighted with a red box.

PURCHASE DATE	APPLICATION KEY	APPLICATION TYPE	KEY TYPE	STATUS
02/06/2014	f4a8be792838753148dde1c41a0fa40c	iPhone	Setup	Available
12/27/2012	b935b9cccd4a7e6ab9934011bbf2aeab	iPhone	Setup	Inactive
09/28/2012	6a9fe973257d7265a2e41926e5dd9f65	iPhone	Setup	Inactive
07/28/2012	49e0b1b32c8697d8db5951890a35bece	iPhone	Setup	Inactive

Figure 1: Screenshot of the location of your Magento Mobile application key

PLEASE NOTE: The entire transfer process can take days to weeks to fully complete, so act early to avoid unnecessary delays and stress. Once the application has been transferred to your developer account, Magento can no longer service your app.

Also note that transferring the application to your own developer account does not by itself provide the ability to make software code changes. To do so, you must also purchase and download the Magento Mobile source code before November 1, 2015.

Q: If I upgrade to a new version of Magento Enterprise Edition or Magento Community Edition, will my apps continue to work?

Magento Mobile applications will continue to work as long as you enable the XMLConnect module in [Enterprise Edition 1.14.1](#) or later and [Community Edition 1.9.1](#) or later. In future releases, we are planning to make XMLConnect available as a separate download. Installation instructions will be provided in the release notes.

Please note: After November 1, 2015, there will be no support or ongoing bug fixes for Magento Mobile, so there is no guarantee that the applications will continue to work in the future. The operability of your mobile application is dependent on a number of factors, including its compatibility

with the mobile device's operating software (OS) and its proper working integration, compatibility, and connection with your Magento software version. For a long term mobile shopping solution, you should strongly consider alternative options to Magento Mobile.

ALTERNATIVE OPTIONS TO MAGENTO MOBILE

Q: What are my options to continue building a mobile shopping experience?

Magento now has newer mobile options that offer much better ways for merchants to engage with mobile shoppers. These options include:

- **Developing a site using the [responsive design reference theme](#)** available in Magento Enterprise Edition 1.14.1 or later, and Magento Community Edition 1.9.1 or later.
- **Building an iOS app using the new Magento Mobile Software Development Kit (SDK).** The Magento Mobile SDK includes a library of iOS resources to make it faster and easier to create a full-featured Magento mobile application. The free mobile SDK, which is only available to Enterprise Edition software licensees, also includes a fully-functional, open source iOS sample application that can be customized by merchants to accelerate development. Enterprise Edition software licensees can download the Magento Mobile SDK from the Download section of [My Account](#). Use your Magentocommerce My Account credentials to log in.

If you are a Magento Community Edition user and would like to use the Magento Mobile SDK, we have a special Enterprise Edition software upgrade offer available for you. Contact **Linda Harris** at liharris@ebay.com for more information.

- **Purchasing and downloading the source code for Magento Mobile.** Although this is not a new option, purchasing and downloading the Magento Mobile source code provides you complete control of your Magento Mobile application with the ability to make any code changes you need. The Magento Mobile source code is available as a perpetual, non-transferrable license for \$3,498 (50% off the standard annual price). Please note that Magento Mobile applications must be in a personal Apple iTunes and/or Google Play developer account to make code changes. The source code is available "as-is" without support or ongoing bug fixes. Enterprise Edition customers should contact their Customer Success Manager, while Community Edition merchants should reach out to **Linda Harris** at liharris@ebay.com for more purchasing details.

Q: What does it mean to have a "responsive design?"

Responsive design is a feature of contemporary website design. It automatically adjusts a webpage to fit the visitor's screen size and orientation, regardless of the device on which it's found (e.g. desktops, tablets, or mobile phones). It offers flexible layouts, images and style sheets, and helps provide a pleasant experience for site visitors using mobile devices without the need for a separate mobile application.

Q: What is the Magento Mobile SDK?

The Magento Mobile SDK enables Enterprise Edition merchants to more easily create a full-featured Magento iOS app that includes all of the important ecommerce features businesses expect, such as the checkout process, customer accounts, promotions, and store credits, as well as an API for connecting the app to a Magento store.

The SDK provides a full library of resources that helps significantly reduce development effort and time to market when creating custom iOS applications for the Magento platform. Also a fully-functioning, open source iOS app is provided to help merchants quickly learn how to use the SDK, and they can even choose to customize this sample app to accelerate development of their own applications.

The Magento Mobile SDK is available to all Magento Enterprise Edition software licensees for no additional charge, and it works with Magento Enterprise Edition 1.11 or above, Magento Mobile Connect v.24, and iOS 7 or later. Use your Magento Commerce My Account credentials to log into [My Account](#) and go to the Download section to get the SDK.

Q: Can I convert my existing Magento Mobile app to the new Magento Mobile SDK?

You can convert your existing Magento Mobile app to the Magento Mobile SDK for iOS. To do so, you must first transfer your application to a personal developer account, and then you may need to obtain additional development and design resources to complete the conversion.

However, we recommend that you build an entirely new app with the new Mobile SDK because the SDK gives you much greater control over your app's look and functionality. You can also use the fully-functional, sample iOS -application included in the SDK to jump start your development.

Q: Can any merchant use the Magento Mobile SDK?

The Magento Mobile SDK is only for use with the Magento Enterprise Edition software.

Q: Who should I contact to upgrade from Magento Community Edition to Magento Enterprise Edition to gain access to the new Mobile SDK?

To upgrade the software from the Community Edition to Enterprise Edition and receive a special discount, please contact Linda Harris at liharris@ebay.com.

Q: How do I purchase and download the Magento Mobile source code?

Purchasing the appropriate Magento Mobile source code gives you the ability to make code changes to your Magento Mobile application to ensure it remains compatible with mobile operating system software and with future versions of your Magento software and store configuration.

Each version of the source code (iPhone, iPad, and Android) can be purchased for a one-time fee of \$3,498 (50% off the standard annual price), and it entitles you to a perpetual, non-transferrable license to use it. The source code is sold as-is without any support or ongoing bug fixes. Enterprise Edition software licensees should contact their Customer Success Manager, while Community Edition merchants should reach out to **Linda Harris** at liharris@ebay.com for more purchasing details.

Once we've processed your payment, the appropriate software will be available in the Download section of [My Account](#). Use your Magento Commerce My Account credentials to log in.

PLEASE NOTE: You have until October 31, 2015 to download the source code, after which all source code downloads will be terminated. Please download the software as soon as it becomes available and retain a copy in a safe place. Also, you must complete a transfer of your application to a personal developer account in order to implement any code changes.

Q: I previously purchased the Magento Mobile source code. Do I need to buy it again?

If you previously purchased Magento Mobile source code, you do not need to pay for it again. However, you do need to sign and return a new perpetual source code license agreement. Your previous source code purchase contract does not provide you a perpetual, non-transferrable license to use the software.

If you do not wish to use the Magento Mobile source code going forward, you must destroy all copies of the source code and notify us confirming that you have done so.

Enterprise Edition customers who purchased the Magento Mobile source code previously should contact their Customer Success Manager, while Community Edition merchants should reach out to **Linda Harris** at liharris@ebay.com for more details or to provide confirmation of code disposal.

Q: Will I continue to receive support if I purchase the source code for Magento Mobile?

No. The Magento Mobile source code is being offered "as-is" without ongoing support or bug fixes.

BILLING

Q: Why didn't I see a bill for my Magento Mobile service in April?

In preparation for the shutdown, we did not bill for monthly fees in April, and merchants on monthly plans will not be charged for using Magento Mobile going forward.

Merchants on annual plans will receive a pro-rata refund for the unused portion of the annual fee dating from April 1, 2015 until the Term end date and merchants can expect to see this refund in the first few weeks after the announcement. Merchants on annual plans will also not be charged a renewal fee for using Magento Mobile going forward.